



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection
prévus le Loi de 2007 les
foyers de soins de longue**

Health System Accountability and Performance
Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la performance et de la
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Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Apr 30, May 1, 2, 3, 4, 14, 23, Jun 25, 26, 2012	2012_064167_0013	Complaint

Licensee/Titulaire de permis

OAKWOOD RETIREMENT COMMUNITIES INC.
325 Max Becker Drive, Suite 201, KITCHENER, ON, N2E-4H5

Long-Term Care Home/Foyer de soins de longue durée

THE VILLAGE OF ERIN MEADOWS
2930 Erin Centre Boulevard, MISSISSAUGA, ON, L5M-7M4

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

MARILYN TONE (167)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Director of Care, registered staff and personal support worker staff on the unit, the Kinesiologist and identified residents related to complaint Log # H-000570-12.

During the course of the inspection, the inspector(s) conducted a review of the health file for the residents identified in this complaint, reviewed the home's policies and procedures related to continence care and observed care on the identified unit.

PLEASE NOTE: Four areas of non compliance were found related to the licensee's failure to review and revise the plan of care to reflect changes in a resident's health status, care not being provided as per the resident's plan of care, medication not administered in accordance with the directions for use by the prescriber and goals and objectives not identified for the home's policy and procedure related to Continence Care and Bowel Management.

[LTCHA s.6(7) and 6(10)b] and [O.Reg.79/10 s.30(1)1 and s. 131(2)] will be issued on the report of the Resident Quality Inspection # 2012_026147_0013 conducted simultaneously with this complaint inspection.

The following Inspection Protocols were used during this inspection:

Continence Care and Bowel Management

Personal Support Services



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error nt
(There are no findings of Non-Compliance as a result of this inspection.)

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES	
Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)	Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 26th day of June, 2012

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

Makulyn Lone